

To: All Staff, Professional Staff, Volunteers and Learners

From: Peter Myllymaa, Vice President Operations, Clinical & Support Services & Chief Financial Officer

Date: August 9, 2022

RE: **Scheduled Maintenance to Repair Data Centre Cooling Issue**

---

The Thunder Bay Regional Health Sciences Centre (TBRHSC) and St. Joseph's Care Group (SJCG) Information Technology team has identified a mechanical failure related to the cooling system in the main data center located in Thunder Bay.

A maintenance event to replace the required parts is scheduled to take place on **Wednesday, August 10, 2022 at 7:00 pm (1900 hrs)**. TBRHSC/SJCG IT staff are working with our vendors, Villeneuve Mechanical, Allied Air, and Tom Jones Corp. to complete the work.

Please be advised that all precautions are being taken to avoid an unplanned systems downtime. However, all departments should take appropriate steps to prepare in the event an unplanned outage occurs. This includes reviewing departmental and organizational downtime sub plans (i.e. Meditech, PACS and any patient care systems and tools). Please have all back-up plans ready to implement at any point should the system fail prior to the planned outage, or during the planned repaired. If additional staff or resources are being planned in case of anticipated downtime tomorrow night, please provide your summary of needs to Adam Vinet ([Adam.Vinet@tbh.net](mailto:Adam.Vinet@tbh.net)) and Anne-Marie Heron ([Anne-Marie.Heron@tbh.net](mailto:Anne-Marie.Heron@tbh.net)) **by 4:00 pm (1600 hrs) today** for approval.

Should the repair take longer than two hours there is a potential for **ALL** systems to be shutdown to avoid heat damage. Systems impacted are listed below:

#### TBRHSC and SJCG

- All workstations will be unavailable to access **ANY** application including the internet.
- All applications/functions will be unavailable such as Meditech, PACS, Mosaïq, email, printing, nutrition, BAS, Synapse, StaffRight and Virtuo.
- Wireless (WiFi) access will be unavailable, this includes Tbaytel free WiFi, Connexall phones, Cisco wireless phones and telemetry systems.
- All remote access via Citrix or VPN will be unavailable.
- **Phones will continue to function but TBRHSC will be at half capacity of incoming/outgoing phone lines.**
- Omnicell (medication) cabinets will remain functional and are **ONLY** accessible if previously logged into.
- Prior to the scheduled maintenance event, all census reports will be made available in hard copy form and sent to all nursing units as a precaution.

#### Regional Facilities

- Meditech, Mosaïq, Sectra PACS, 3M, Synapse and Citrix will be unavailable.

# MEMO

- Prior to the scheduled maintenance event, downtime files will be electronically delivered to regional facilities as a precaution.

Any questions can be directed to Jennifer Pugliese, Director, Information Technology, at [Jennifer.Pugliese@tbh.net](mailto:Jennifer.Pugliese@tbh.net) or the Help Desk at [help@tbh.net](mailto:help@tbh.net).